

### **Information about DSL Availability**

DSL is a technology that runs over the same copper cable as one's home telephone. These copper cables connect each home to the telephone company's network. The grouping of these cables does not follow the same exact pattern for each home in a given neighborhood. Also, each copper line has its own natural physical characteristics in terms of its ability to carry a DSL signal.

When DSL is ordered from Qwest, they check the quality and condition of the copper telephone line that is connected to the home phone. If the ("loop") test says the line is good for DSL, then the order is processed and the service is installed.

A copper line at a neighbor's home may test "good" while the line next door does not test good. DSL is very sensitive to the length and quality of the cable that connects to each home. Therefore, one neighbor may have a telephone line that will work with DSL and their neighbor will be out of luck.